



SWITCHBOARD OPERATOR SUPERVISOR

CHARACTERISTICS OF WORK:

This is supervisory work involving direction of personnel in the operation of a Private Branch Exchange (PBX) switchboard console. Fundamental duties include monitoring the processing of incoming and outgoing telephone calls; receiving and distributing all mail to boxes; signing for all certified mail and special deliveries; and performing clerical tasks related to managing the switchboard unit. The job may also entail contact with agency visitors and the communication of factual information requiring a thorough knowledge of agency operations. Limited supervision is received from an administrative superior; supervision is exercised over subordinate switchboard operators.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of experience in work related to the described duties.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Telecommunications: Possesses knowledge of transmissions, switching, control, and operation of telecommunications systems.

Operates communication systems in receiving and directing telephone calls. Is skilled in operating a Private Branch Exchange switchboard console.

Clerical: Files, types, enters data, maintains records, and uses and completes forms related to switchboard operation.

Performs clerical tasks related to managing the switchboard unit and mailroom upkeep.

Customer Service: Works with customers to assess their needs, provide information and assistance, resolve their problems, and/or satisfy their expectations.

Greets office visitors and determines nature of business through verbal inquiry. Directs visitors to appropriate destination. Provides information in response to specific inquiries concerning agency operations.

Managing Human Resources: Coordinates and directs work assignments; ensures staff are appropriately utilized and trained.

Schedules switchboard operators to provide adequate switchboard coverage. Trains entry-level operators through on-the-job instruction.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Trains and directs personnel in the operation of a switchboard console.
2. Operates communication systems in receiving and directing telephone calls.
3. Serves as receptionist and performs clerical tasks related to managing the switchboard unit and mailroom upkeep. .

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Schedules switchboard operators to provide adequate switchboard coverage.

Train entry-level operators through on-the-job instruction.

Serves as relief operator to answer incoming telephone calls; routes calls to appropriate extension, writes messages for unavailable staff, and/or provides information in response to specific inquiries concerning agency operations.

Receives and distributes incoming and outgoing mail in a timely manner.

Compiles, updates, and distributes interagency and/or intra-agency telephone directories.

Receives reports of telephone trouble from agency personnel; contacts maintenance to arrange for necessary repairs.

Greets office visitors and determines nature of business through verbal inquiry; directs visitors to appropriate destination.

Alerts appropriate agency personnel of emergency situations.

Orders supplies as necessary.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.